

FIG. 1

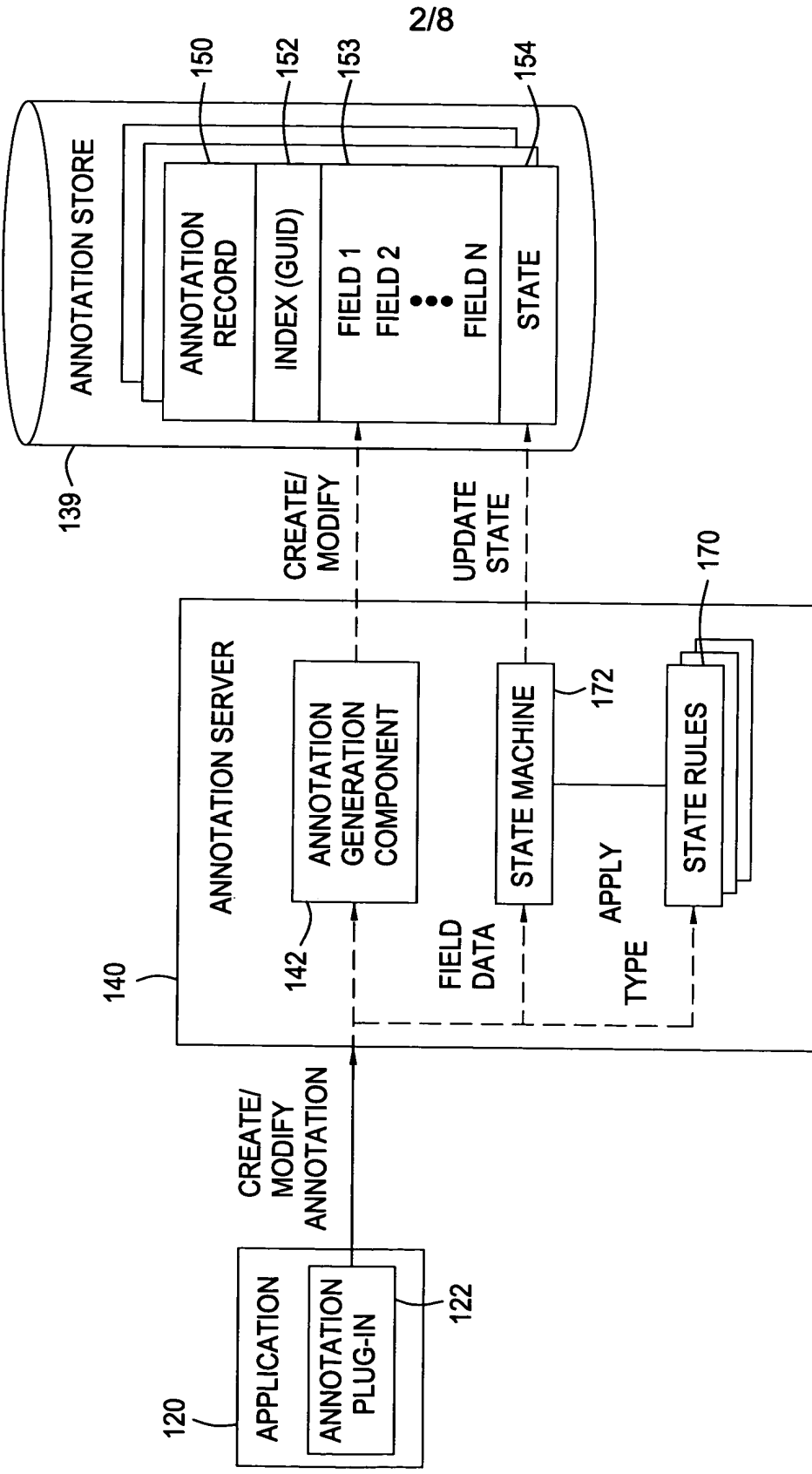
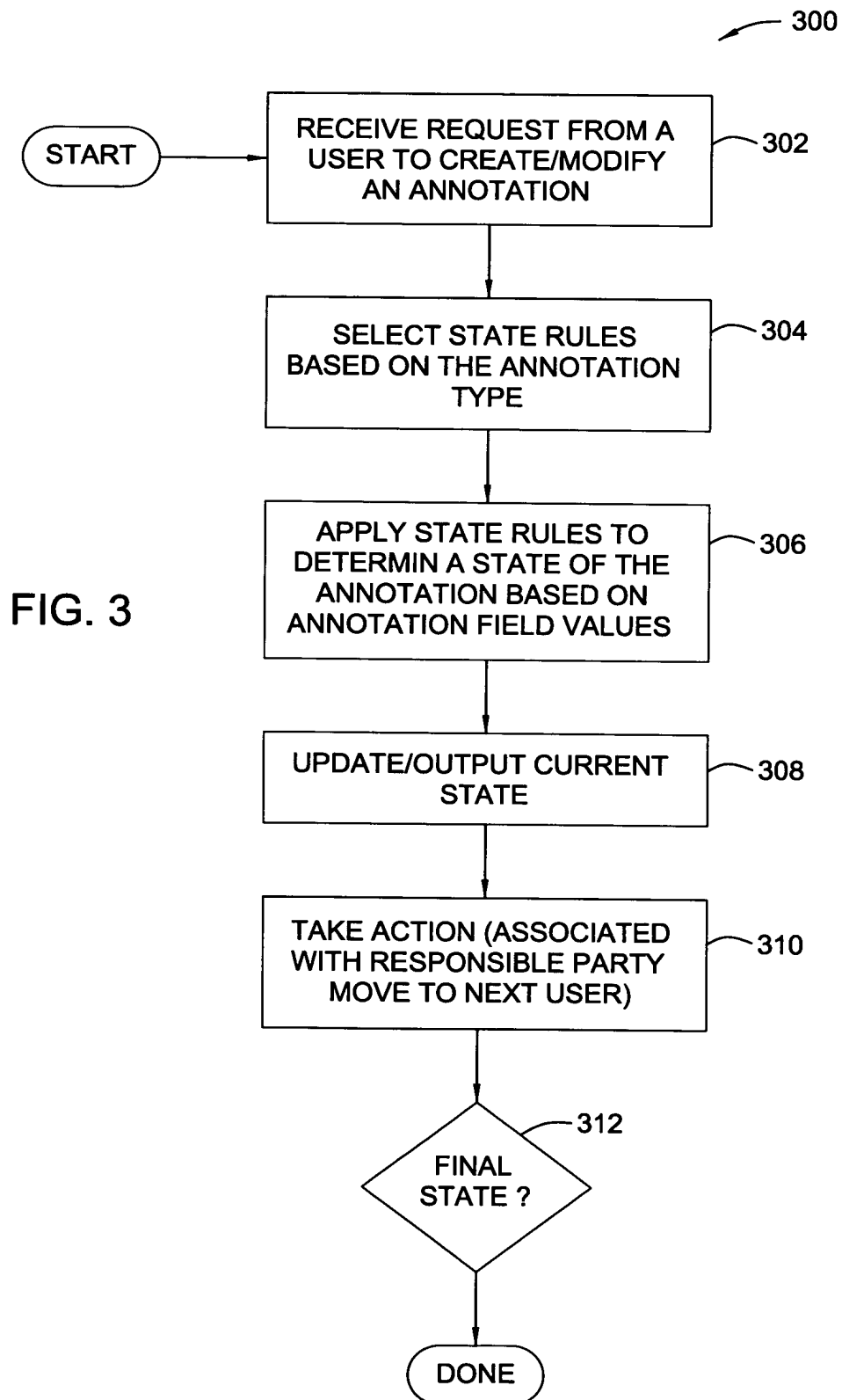


FIG. 2



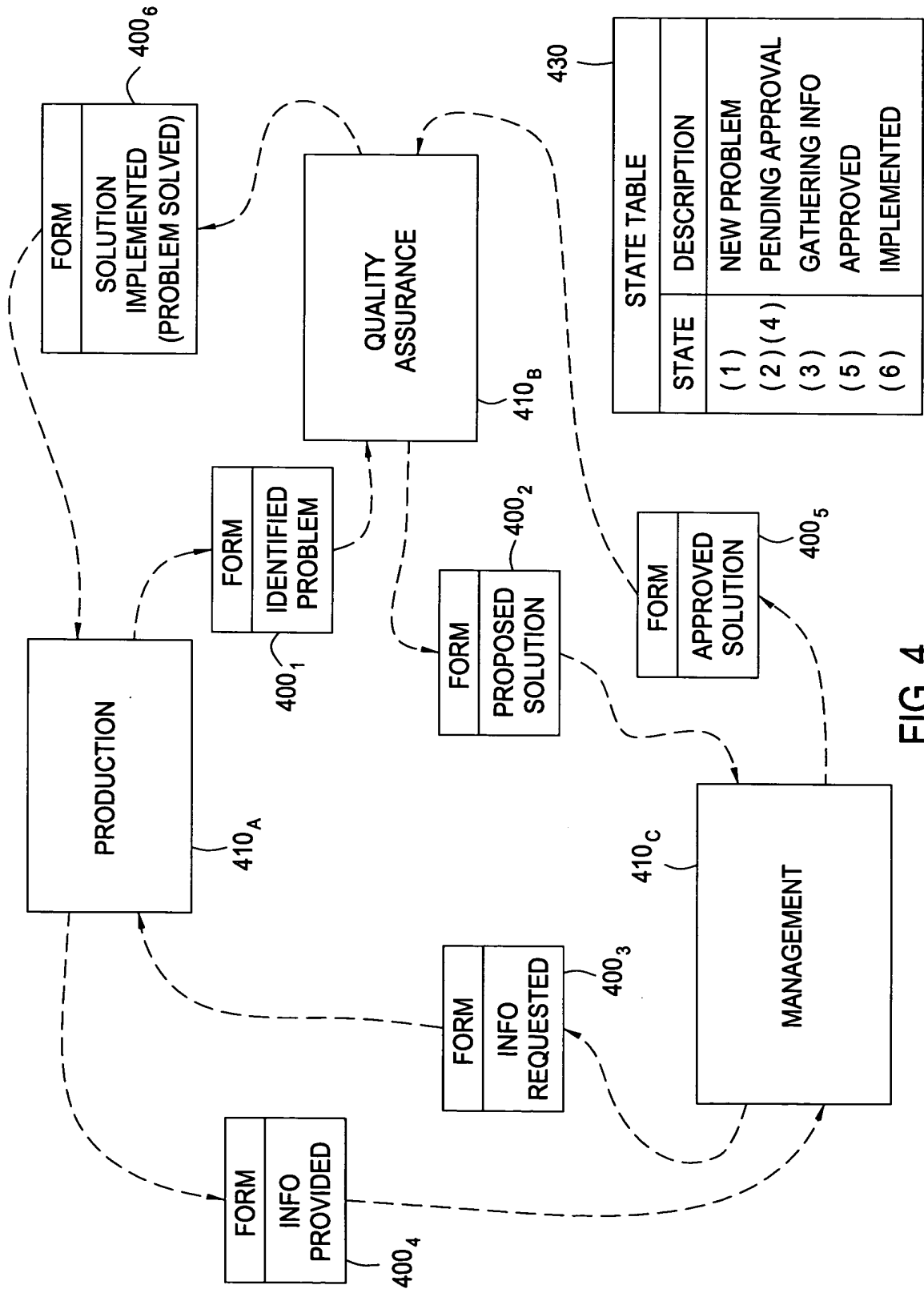


FIG. 4

FIG. 5A

FIG. 5A is a screenshot of a 'PROBLEM TRACKER' interface. The title bar at the top is labeled 'PROBLEM TRACKER' and has a reference number 500_A on its right side. Below the title bar, the status is 'STATUS: NEW PROBLEM' (reference 505) and the 'PROBLEM ID # 039' is displayed on the right. The 'PROBLEM DESCRIPTION' (reference 502) is 'THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.' Below this, the 'PROBLEM SOLUTION' (reference 504) field is empty. At the bottom, there are two buttons: 'REQUEST INFORMATION' (reference 506) and 'UPDATE STATUS' (reference 508). At the very bottom, there are 'OK' and 'CANCEL' buttons.

FIG. 5B

FIG. 5B is a screenshot of the same 'PROBLEM TRACKER' interface, but the status has changed to 'STATUS: PENDING APPROVAL' (reference 505). The 'PROBLEM ID # 039' remains the same. The 'PROBLEM DESCRIPTION' (reference 502) is still 'THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.' The 'PROBLEM SOLUTION' (reference 504) is now 'CHANGE TO ROUND PEG'. The 'REQUEST INFORMATION' (reference 506) and 'UPDATE STATUS' (reference 508) buttons are still present. At the bottom, there are 'OK' and 'CANCEL' buttons. The reference number 500_B is on the right side of the title bar.

FIG. 5C

FIG. 5C is a screenshot of a 'PROBLEM TRACKER' interface. The title bar at the top is labeled 500_C. Below the title bar, the status is 'STATUS: APPROVED (01/01/04)' (labeled 505) and the problem ID is 'PROBLEM ID # 039'. The 'PROBLEM DESCRIPTION' (labeled 502) is 'THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.' The 'PROBLEM SOLUTION' (labeled 504) is 'CHANGE TO ROUND PEG'. At the bottom, there are two buttons: 'REQUEST INFORMATION' (labeled 506) and 'UPDATE STATUS' (labeled 508). At the very bottom, there are 'OK' and 'CANCEL' buttons.

FIG. 5D

FIG. 5D is a screenshot of a 'PROBLEM TRACKER' interface, similar to FIG. 5C but with an updated status. The title bar at the top is labeled 500_D. Below the title bar, the status is 'STATUS: SOLUTION IMPLEMENTED (01/01/04)' (labeled 505) and the problem ID is 'PROBLEM ID # 039'. The 'PROBLEM DESCRIPTION' (labeled 502) is 'THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.' The 'PROBLEM SOLUTION' (labeled 504) is 'CHANGE TO ROUND PEG'. At the bottom, there are two buttons: 'REQUEST INFORMATION' (labeled 506) and 'UPDATE STATUS' (labeled 508). At the very bottom, there are 'OK' and 'CANCEL' buttons.

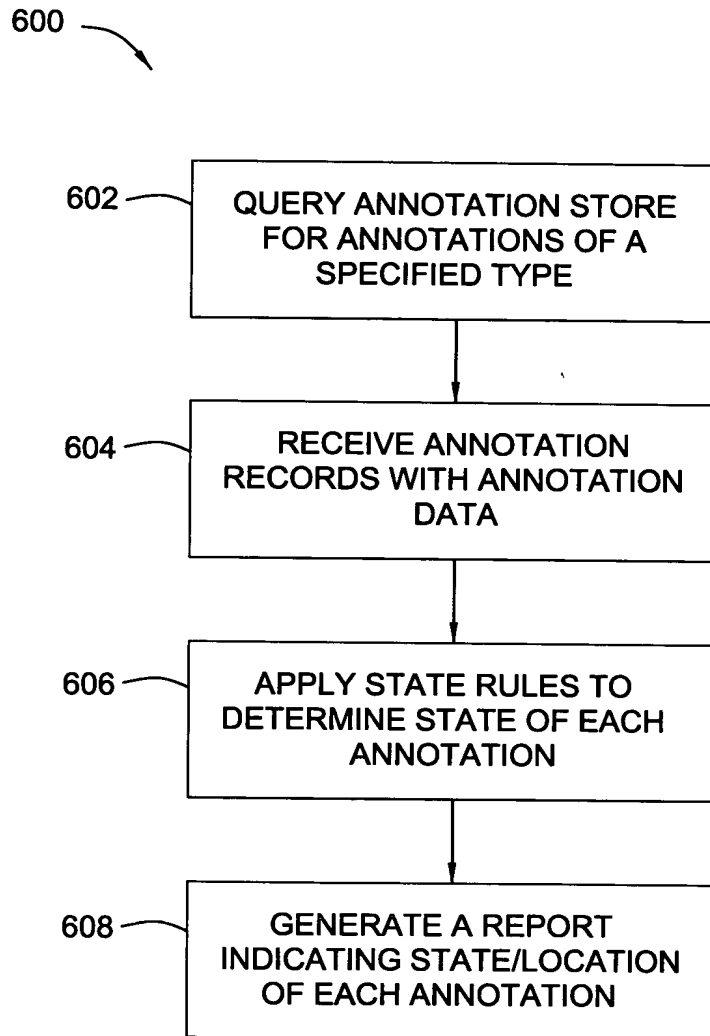


FIG. 6

700

PROBLEM TRACKING ANNOTATION REPORT			
DATE RANGE	FROM 01/01/04	TO 12/31/04	TOTAL ANNOTATIONS: 374
STATUS DISTRIBUTION			
NEW PROBLEM	PENDING APPROVAL	SOLUTION APPROVED	SOLUTION IMPLEMENTED
50	99	100	125
<input type="button" value="OK"/>		<input type="button" value="CANCEL"/>	

FIG. 7